

A GENDER-BASED MODEL OF PREVENTION AND SUPPORT SERVICE FOR WOMEN SUFFERING FROM INTIMATE PARTNER VIOLENCE

CONTENTS

CHAPTER 1. The Wompower Project	4
CHAPTER 2. Conceptual Framework: The Phenomenon of Gender-Based Violence	6
CHAPTER 3. Experiences of Women Victims of Intimate Partner Violence	9
CHAPTER 4. Comprehensive Intimate Partner Violence Prevention and Support Service – The Wompower Model	. 14
CHAPTER 5. Final Remarks	. 25
Selected Resources and Bibliography	26

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Dear reader,

This booklet is addressed to professionals involved in the provision of services for female victims of gender-based violence: psychologists, therapists, mentors, trainers, counsellors, etc.

The booklet has been developed as part of the European project "WOMPOWER – Empowering women to fight against domestic violence through an integrated model of training, support and counselling" funded by the European Union within the DAPHNE III programme.

The aims of this booklet are the following:

- X To provide a conceptual framework on the phenomenon of gender based violence;
- X To provide an overview on the experiences of women victims of intimate partner violence, as resulted from the research undertaken in the project;
- X To present our Comprehensive Intimate Partner Violence Prevention and Support Service the WOMPOWER model

This booklet is complemented by the DVD of the project where you can find in electronic format all the materials developed in the project, including the complete WOMPOWER model with different tools for professionals.

We hope you will find this booklet useful in your work related to activities and services for women who have suffered from gender-based violence.

Chapter 1 THE WOMPOWER PROJECT

"WOMPOWER – Empowering women to fight against domestic violence through an integrated model of training, support and counselling" is a European project cofinanced by the European Union within the DAPHNE III programme (ref. no. JUST/2012/DAP/AG/3008).

The specific objectives of the project are:

- X research on the national programmes and legislations existing in the European partner countries with regard to violence against women, as well as research on women's experiences of violence in their environment;
- X develop an integrated model for women victims or possible victims of domestic violence/gender-based violence;
- X develop educational and informational materials for policy makers, professionals involved in adult education in the field of violence against women, women's rights and existing support available for guidance and protection of women victims of violence;
- X organize awareness raising seminars and conferences with the direct involvement of target group and stakeholders.

The main outcomes of the project are:

A research and analysis report; integrated model of training, counselling and support including online platform for information and counselling; training and face-to-face and online counselling organized with women of the target group; booklets for women, policy makers and professionals; awareness raising conferences and seminars; project DVD.

The project has a duration of 2 years, starting on 1st January 2013 and ending on 31st December 2014.

More information can be accessed on the project website at: www.srep.ro/wompower.

Project partnership:

Romanian Society for Lifelong Learning – Coordinator, Romania http://www.srep.ro



SURT Foundation. Women's foundation. Private foundation, Spain http://www.surt.org



Valencia City Council- Local Police, Spain http://www.policialocalvalencia.es



Oulu Mother and Child Home and Shelter association, Finland http://www.ensijaturvakotienliitto.fi/jasenyhdistykset/oulun_ensi-ja_turvakoti_ry



Laboratory of Health and Road Safety (LaHeRS),
Department of Social Work, Technological Educational Institute
(TEI) of Crete, Greece
http://lahers.seyp.teicrete.gr





Women's Support and Information Center, Estonia www.naistetugi.ee



Uppsala municipality, Health & Social Welfare Office, Sweden www.uppsala.se



Association Resource Centre for Women MARTA, Latvia http://www.marta.lv



E.N.T.E.R, Austria www.enter-network.eu



Chapter 2 CONCEPTUAL FRAMEWORK: THE PHENOMENON OF GENDER-BASED VIOLENCE

CLARIFYING TERMINOLOGY

One of the main problems of policy makers and professionals dealing with the phenomenon of gender-based violence is to reach a common understanding regarding the terminology used.

Using appropriate terminology is not trivial, for it has important implications, as it affects how professionals understand and address a phenomenon. Additionally, disparities of terminology among countries prevent having comparable data and addressing the phenomenon at the international level.

International organisations mainly use two terms to talk about the violence exerted against women on the basis of gender: **violence against women** and **gender-based violence**

The United Nations and the Council of Europe use the term "violence against women" as "all acts of gender-based violence that result in, or are likely to result in, physical, sexual, psychological or economic harm or suffering to women, including threats of such acts, coercion or arbitrary deprivation of liberty, whether occurring in public or in private life".

According to the European Institute for Gender Equality, "gender-based violence (GBV) is violence that is directed against a person on the basis of gender. It constitutes a breach of the fundamental right to life, liberty, security, dignity, equality between women and men, non-discrimination and physical and mental integrity".

This booklet uses interchangeably the terms gender-based violence and violence against women, on the basis of the definitions above.

A FORM OF GENDER-BASED VIOLENCE: INTIMATE PARTNER VIOLENCE

Gender-based violence or violence against women can take a variety of forms, such as psychological, physical, sexual, economic and social. It can also take place both in public and private settings.

The Council of Europe Recommendation on the protection of women against violence (2002) states that violence against women includes, but is not limited to: "violence occurring in the family or domestic unit, including, inter alia, physical and mental aggression, emotional and psychological abuse, rape and sexual abuse, incest, rape between spouses, regular or occasional partners, crimes committed in the name of honour, female genital and sexual mutilation and other traditional practices harmful to women, such as forced marriages."

The service proposed in this booklet focuses on a specific type of gender-based violence: **intimate partner violence (IPV)** against women. The World Health Organization defines intimate partner violence as behaviour by an intimate partner or ex-partner that causes physical, sexual or psychological harm, including physical aggression, sexual coercion, psychological abuse and controlling behaviours (Krug et al., 2002).¹ Concerning intimate partner violence against women, the definition covers violence against women perpetrated by both current and former male spouses and partners.

GENDER-BASED VIOLENCE: A HUMAN RIGHTS ISSUE, A MANIFESTATION OF GENDER INEQUALITY

GBV is a violation of fundamental freedoms and rights, such as the right to liberty and security, as mentioned in the Charter of Fundamental Rights of the European Union (2000).

¹ In some countries, the term "domestic violence" is used as a synonym of intimate partner violence, while in others it is understood as equivalent to violence in the family environment (any act of violence (physical, psychological, sexual, financial, emotional...) exerted within a relationship of kinship considered in broad terms (ascendants, descendants, siblings, spouses...), regardless of gender and sex. These ambiguities may cause confusion and for this reason this document uses the term "intimate partner violence".

GBV is a manifestation of structural gender inequality, a structural phenomenon rooted in the unequal power relations between women and men in the framework of the patriarchal society. It is an expression of male power and it is used by men to reproduce and maintain their status and authority over women.

In this sense, it is an instrumental violence that is functional to men and the patriarchal system. The General Recommendation No. 19 (1992) of the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW) defines violence against women as a "violence that is directed against a woman because she is a woman or that affects women disproportionately."

GBV is often highly **tolerated and legitimated**. It is through the process of **socialisation** that gender roles are transmitted, learned and interiorised as something natural. On the basis of this process, men are associated with a masculine role. Society expects them to be strong, active, independent and brave. In contrast, women are associated with the feminine role, with lower social prestige. It is expected from them to be sentimental, passive, dependent and fearful.

The current **sex-gender system** establishes a hierarchy that structures unequal power relations between women and men that result in an unequal distribution of knowledge, property, income, responsibilities and rights. However, due to the naturalisation of gender roles, these inequalities are broadly accepted and not usually questioned.



Chapter 3 EXPERIENCES OF WOMEN VICTIMS OF INTIMATE PARTNER VIOLENCE

Within the WOMPOWER project, research was undertaken on women's experiences of violence and their needs for post-victimization support to serve as the basis for the development of our model of training, support and counselling for women.

A total of 122 semi-structured interviews with women victims (or survivors) of intimate partner violence were carried out in 7 partner countries: Romania, Spain, Greece, Finland, Sweden, Estonia and Latvia.

The main results of this field research are summarized below. The full report can be accessed on the project website **www.srep.ro/wompower** under the Results section.

It should be taken into account that the research was carried out in very diverse countries, with different legislations on violence against women and diverse social situations.

The description below points out some elements that appeared repeatedly during the research, as well as important differences. Although it gives insights, it should not be considered a representative picture of the phenomenon of intimate partner violence in each of the 7 countries. The bibliography and resources on page 26 may be useful to expand on this information.

Socio-demographic elements:

- ${
 m X}{
 m \ \ }$ Women participating in the research were between 20 and 57 years old;
- X All the participants were victims of intimate partner violence;
- X The vast majority of them at the time of the interviews were single, separated or involved in a legal separation proceeding, or already divorced. Some but few were still married or in a relationship with the perpetrator.
- X The majority of respondents were of high school degree or lower and just a few were university graduates.

Types of abuse:

- X The most common form of violence exerted upon women was repeated physical violence. In all cases verbal and psychological violence co-existed, while sexual violence against women were in many cases apparent.
- X In some cases women also experienced economic violence.
- X Social isolation and control of movement was a common element in women's experiences of intimate partner violence.

"There have been 28 years that I've struggled, I suffered … I was hit, aggressed, both me and the kids." (RO5)

"There's been physical and emotional. There have been both. So you could say that first there was more of the emotional, but then it started to turn into physical violence." (FI7)

Manifestation of abuse

Abuse and violence were a repeated phenomenon, and in most cases they had lasted for years. They started often early in the relationship, even while the couple was dating.

Where does violence usually occur?

Violence primarily occurred in domestic areas. The most common place were the house and the car. Violence in public spaces were rather rare. Perpetrators did not like to have witnesses, while a very common practice was to keep 'this' as a secret. Violence occurred

"He sexually abused (step daughter) for four years until she got pregnant." (ES4) primarily when the couples were alone in a room, while children were often home but usually in another room. In most cases participants said that children – at some point – had witnessed the violence. In some cases, the children themselves were also victims of physical, psychological or even worse sexual violence.

What triggered violence?

Within the general framework of gender-based violence as an instrument used by men to reproduce and maintain their status and authority over women, specific situations appeared as triggers to incidents of violence:

- X trivial situations, often related to what the abuser saw as a challenge to his authority
- X drug or alcohol consumption
- **X** jealousy
- X a general desire of the abuser to control the victim (no specific trigger).

Response to violence: from silence to action

Participants' responses to violence were diverse, ranging from acceptance and obedience for a long period of time, up to ultimately running away from home.

· The silent period

In most cases, the victim's immediate reaction **was not to seek help** but to keep the incident(s) as a secret from friends, family and specialists (doctors, police etc.).

The action period

Later, when the violence escalated, the victims would seek help, more often from women's shelters or from victims' support services, the police or from lawyers and almost all of them started telling close friends and family about the abuse.

The main factors that prevented victims from asking for help were: fear of the perpetrator, emotional dependency from the perpetrator, shame of their family situation, the will to protect their children, economic dependency, lack of social networks, lack of knowledge about where to find help, the hope that the perpetrator will change and/or the low self-esteem

Seeking help

The majority of participants expressed that they got the most help and support from women's shelters or from the victim's support services, while the police were also praised for being professional and supportive, although some women said that they had negative experiences with the police.

Family and friends in most cases played a positive role, while lawyers were very important and helpful.

"First I got help from my parents and some good friends. Later I turned to victim help and women's support group." (SP1)

Consequences of violence

Violence had traumatic consequences not only for the women themselves but for their children as well. **Psychological consequences** were long lasting and still present for most of the women. Psychological consequences included anxiety, fatigue, weeping, depression, loss of memory, insomnia, emotional numbness, lack of emotion and suicidal thoughts.

Many women also suffered **severe economic problems**.

Isolation was also an important element in many women's stories. When women were migrants, the lack of networks was more pronounced.

"Emotionally I think it (affected) me; today I look at every person as a potential abuser. I never leave the house without my pepper spray. I am scared." (ES9)

Victim's self-reported needs for support:

- X In the first place, they need emotional support and counselling.
- X In the second place, the women need financial support or support to enter the job market.
- X And thirdly, the victims need legal support. It is important to underline that migrant women are more vulnerable

The recovery path

Despite all the vulnerabilities these women present, the large majority of them were **able to get over their situation**, at least partially, and left their abusive partners. The ones who did not leave their partner are, in most of the cases, currently going through an empowerment process.

It should be noted that the women interviewed were contacted through support services and definitely this had an effect on these results.

Conclusions

Apart from the psychological support provided by the women's shelters, victims really need support for their occupational integration, social inclusion, vocational training and help in the management of their daily problems that originated from their very precarious situation (housing, support for children, etc.).

"What I most need right now? Someone who listens to me, I need to talk about what I lived and how I'm living now." (SP19)

These are emerging needs that can not be ignored if we want to go forward in the construction of an effective support system in the cases of intimate partner violence.

Prevention should also be a main target, since the consequences of violence may fade but never disappear.



Chapter 4 COMPREHENSIVE INTIMATE PARTNER VIOLENCE PREVENTION AND SUPPORT SERVICE – THE WOMPOWER MODEL

BASIS OF OUR MODEL

Methodological approaches

The proposed model is based on some methodological approaches.

· Focus on women's empowerment

Empowerment is the process through which women become conscious of their personal, private and public subordination, of their rights and of the need to transform the situation and establish new power relations among people. The process of empowerment is crucial, both in preventing as well as in supporting victims of intimate partner violence.

An intersectional perspective

Crenshaw (1991) defined the intersection perspective as "the intersection of multiple identities and experiences of exclusion and subordination. It refers to the interaction between gender, race and other categories of difference in individual lives, social practices, institutional arrangements, and cultural ideologies and the outcomes of these interactions in terms of power".

Thus, the intersectional approach emphasises the individual lived experience of women with different backgrounds, as well as the structural causes of violence. It is an essential approach in our multicultural societies.

The Ecological model

Urie Bronfenbrenner (1994) argues that in order to understand human development, one must consider the entire ecological system in which growth occurs. This system is

composed of 5 socially organised subsystems that help support and guide human growth. They range from the microsystem, which refer to the relationship between a developing person and the immediate environment, such as family, to the macro-system, which refers to institutional patters of culture, such as the economy and bodies of knowledge.

An ecological approach to gender-based violence conceptualizes it as a multifaceted phenomenon grounded in interplay among personal, situational, and sociocultural factors.

· A competence-based approach

A competence-based approach allows for the recovery and assessment of the resources each individual has as a result of his/her experiences. Recovering these resources and valuing them as positive assets is a fundamental condition to women's empowerment and their possibilities to recover from a situation of violence. In this sense, it is essential to strengthen women's capacities acquired and developed in different areas and make them emerge during the recovery process.

Minimum quality standards

Both the Council of Europe (2007) and the European Institute for Gender Equality (2012) established **basic standards of support services** for women survivors of intimate partner violence. It is important to take into account these basic standards when establishing and implementing the support service.

Some of them are:

- X A gendered understanding of violence against women.
- X Empowerment and autonomy.
- X Diversity and non-discrimination: all services must respect the diversity of service users and apply a non-discriminatory approach.
- X Safety, security and human dignity: services need to ensure that all interventions prioritise the safety and security of survivors and respect their dignity.
- X Confidentiality.
- $\boldsymbol{X}\ \ \mbox{\sc Fair}$ access and free of charge services.

Regarding **the quality of the service** it is also essential to:

- X Promote and guarantee interdisciplinary work between the services provided.
- X Guarantee a coordinated response: services need to operate within a context of relevant inter-agency cooperation, collaboration and coordinated service delivery.

X Develop a protocol that establishes the structure and the operating proceedings to be followed

Professional and personal competences

The training, support and counselling model is based on specialist services: it is essential to count on a skilled and **multidisciplinary team of professionals** that work directly with women. The required team of professionals should include: lawyers, psychologists and social workers.

More in general, the professional profile should include basic notions of feminism, gender relations and violence against women. It is necessary that professionals are respectful, empathic and have communication skills such as active listening, paraphrasing and positive reformulation, and the ability to facilitate groups.

Moreover, it is essential for the professional team to have intercultural competences that allow working effectively in cross-cultural contexts.²

THE PROPOSED MODEL OF TRAINING, SUPPORT AND COUNSELING

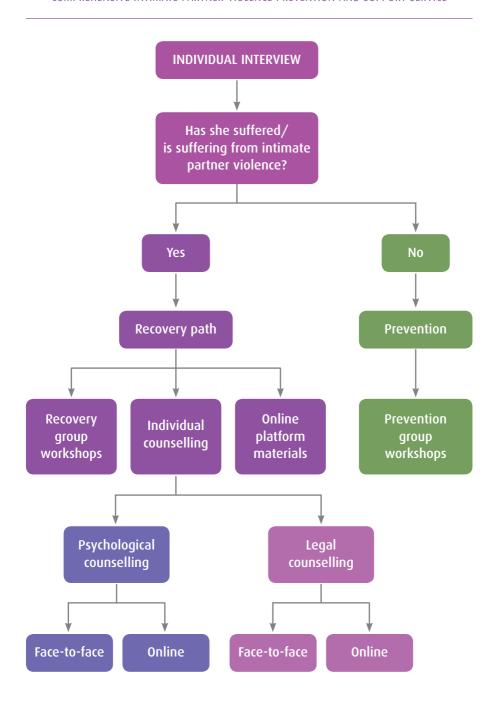
The structure of the model

The model proposed by the WOMPOWER Project is conceived as **a comprehensive model** addressing intimate partner violence and includes a wide range of **support and recovery** services for women, as well as **prevention** actions.

The model covers both activities for the prevention and recovery of intimate partner violence. In order to safeguard the safety and needs of women using the service, it is essential to distinguish between these two main activities. This is why the service is divided into **two different paths**:

- X **Recovery path:** aimed at women who **have suffered or are suffering** from intimate partner violence.
- X **Prevention path:** aimed at women who **have not suffered** from intimate partner violence

In the last chapter of the booklet (chapter 6), some useful links on the issues presented in these sections are provided.



Individual interview

The arrival of women to the service **always starts with an individual interview** with a domestic violence professional.

The main objective of the individual interview is **to identify if the woman is suffering or has suffered from domestic violence**. The identification of violence in the individual interview is based on the story, concerns, needs and demands expressed by the woman. The decision to follow the prevention path or the recovery path should be jointly taken by the woman and the professional.

To support professionals in this process, the DVD accompanying this booklet includes useful templates to record the information of participants and to provide individual follow-up (e.g. personal files, evaluation questionnaires, etc.).

Each woman using the service will need **a tutor or a case manager** supervising her process. The tutor can be either the professional doing the initial interview or another professional, usually a social worker or a psychologist. Stability is important, so it is advised that women have the same tutor during the whole process.

Recovery path

The recovery path includes two services and both of them are crucial: **individual counselling** and **recovery group workshops**.

The participation in individual counselling or group workshops is decided jointly between the professional and the woman, based on every woman's needs and the professional's assessment of the moment of the recovery process she is in, for example, not all women who have just started recovering from recent violence experiences may be able to participate in group workshops right away.

Individual counselling

The individual counselling is conceived as an interdisciplinary support service including legal aid and psychological counselling. The individual counselling is a fundamental element of the recovery process. It must be flexible to respond to the nique issues faced by women.

For example, the different types of counselling and support services for current victims as opposed to former victims, who have already escaped from violent situations.

The main objectives of individual counselling are:

- X To contribute to the process of overcoming the situation of intimate partner violence and to support women in the recovery process.
- X To facilitate the improvement of their living conditions.
- X To promote women's identification of other forms of violence they may experience and provide tools for their prevention.
- X To promote their empowerment, helping them in the identification and development of all their competences (especially, emotional and social competences).

The **specific objectives** of the different support options are:

- X **Legal aid:** to provide information on legal and judicial issues to women who find themselves in a situation of domestic violence.
- X **Psychological counselling:** to provide psychological support/therapy to women who find themselves in a situation of violence.

Both legal and psychological counselling should be carried out primarily through **face-to-face sessions**. Face-to-face sessions are aimed at women who, after a previous interview, are participating in the recovery path. If appropriate, an online psychological and legal service may also be open to other women (see online platform at: www.srep.ro/wompower/platform).

If women reach the online service without participating in the face-to-face counselling, then they must be referred to professionals they can meet in a face-to-face interview (depending on where the woman is living, she can be referred to the centre where the model is implemented or another one).

The **content** of the psychological and legal counselling should be organised by the professional according to the demands, needs and possibilities of women. In the case of the psychological counselling, it is essential to consider the stage of the recovery process of each woman

· Recovery group workshops

The recovery group workshops are part of the psychological counselling support and they are a key complementary action to the individual psychological support. Recovery group workshops offer women a space where they can share their experiences, emotions and concerns with women in similar situations.

The **main objectives** of the recovery group workshops are:

- X To support women to overcome the situation of violence.
- X To promote changes that can contribute to a return to a situation of normality.
- X To support the empowerment process.

The **specific objectives** of the recovery group workshops are:

- X To create opportunities for personal, social and occupational/professional development of women.
- X To raise awareness among women on the possibility of using existing community resources in their area.
- X To strengthen protective factors and reduce risk factors to foster resilience.
- X To strengthen and promote a set of personal and social competences.

It is recommended that **implementation** of recovery group workshops should be based on:

- X The demands and needs of every woman who participate, respecting their personal process and timing. This also means being respectful to the participant's desire to remain silent.
- X The flexibility of the programme, with the aim to meet the different needs of the participants, who can find themselves in different stages of the situation of violence and of their process of recovery.
- X The creation of an empathic atmosphere and the encouragement of women's participation by the facilitator.
- X An experiential learning approach.
- X The promotion of opportunities for the personal, social and labour development of the participants.

The suggested recovery programme consists of 4 sessions, which can be organized in a flexible way depending on the profile of the women participating and their demands.

The contents covered in each session are:

- 1) Introduction. Changing identity: from a victim to a survivor identity.
- 2) Violence: description, identification and resources.
- 3) From dependency to autonomy and communication.
- 4) From isolation to a support network. Online Platform tutorial. Closing.

The WOMPOWER DVD includes a more detailed description of each item and recommended useful materials.

The last session includes a tutorial on the online platform in order to present its content and to provide the group with basic notions on how it works (for the presentation of the online platform, see section 4.2.5).

Prevention path

The prevention path is based on one main activity: **prevention group workshops**. **The main objective** of the prevention group workshops is to keep violence from occurring and reducing the overall likelihood that any woman may become a victim of violence. In doing so, the prevention group is aimed at preventing the normalisation and legitimation of intimate partner violence.

The specific objectives of the group are:

- X To contribute to raise awareness on the phenomenon of violence.
- X To facilitate strategies to identify it.
- X To provide tools and mechanisms so that women can avoid future possible situations of violence.
- X To foster women's empowerment.

After the first individual interview, women who are not identified as victims of intimate partner violence and who are willing to participate should be referred to the prevention group workshops. If during the development of the sessions a woman identifies and shares that she suffered or is suffering from intimate partner violence, the trainer/tutor will offer her the possibility to have an individual interview and to have access to other resources available

The **implementation** of the prevention group workshops should be adapted to the demands of women, the flexibility of the programme and an experiential learning approach.

The suggested prevention programme consists of **4 sessions**, which can be organized in a flexible way depending on the profile of the women participating and their demands.

The contents covered in each session are:

- 1) Introduction. Gender stereotypes and gender roles.
- 2) Understanding the phenomenon of violence against women.
- 3) Identification of violence against women.
- 4) Existing resources. Online Platform tutorial. Closing.

The WOMPOWER DVD includes a more detailed description of each item and recommended useful materials.

As in the case of the recovery group, the last session includes a tutorial on the online platform in order to present its content and to provide the group with basic notions on how it works (for the presentation of the online platform, see next section).

Online platform

The main aim of the online platform is **to provide counselling through online channels**, as well as **information** on gender-based violence and intimate partner violence. It is a key tool that may be used both in the prevention and recovery path.

It is a very powerful tool because it allows reaching women who are not directly attending the services but who need what the online platform is offering, regardless of where they are residing. This allows for a **multiplication of impact** of the provided resources.

The online platform is divided into:

X **Information materials**, including a wide range of information and resources on gender-based violence and intimate partner violence. This may be an additional

source of information for those women who are carrying out the recovery and prevention group workshops. In fact, it includes as reference materials part of the content of both group workshops, as well as materials on legal issues.

X A psychological and legal online counselling platform addressed to women who suffered or are suffering from violence. It could be a complementary tool for those women who are participating in face-to-face individual counselling, both psychological and legal. Psychological and legal online counselling may allow reaching women who need this kind of service, regardless of their location (for more information see the individual counselling presentation in section 4.2.3).

The online platform is available at: www.srep.ro/wompower/platform.





Chapter 5. FINAL REMARKS

During the WOMPOWER project, the 9 partners coming from 8 European countries have gathered their experience and tried to develop a comprehensive model of prevention and support service for women who have experienced gender-based violence.

The DVD that complements this booklet provides information also on how we implemented the model with women, including testimonials from the professionals working in the project.

We hope our model will be useful for other professionals also who use it in their professional activities, adapting it to the needs of every woman or group of women they work with.

During the project, we have also realized the importance of using a common terminology when describing the phenomenon of violence against women. International organisations mainly use two terms to talk about the violence exerted against women on the basis of gender: "violence against women" and "gender-based violence".

It should also be pointed out that in some countries the term "domestic violence" is used as a synonym of intimate partner violence.

For more information about the WOMPOWER project and its results, please visit the website **www.srep.ro/wompower** where under the Partners section you can find also the contact details of each partner organisation.

Selected Resources And Bibliography³

Conceptual basis

International and European framework:

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³ A more comprehensive list is available in the DVD documents.

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